



INSTRUCTIONAL PACKAGE

SPT 107

Customer Services in Sports Tourism

201720

Spring 2018

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Term: Spring 2018

COURSE PREFIX: SPT 107 COURSE TITLE: Customer Services in Sports Tourism

CONTACT HOURS: 3.0 CREDIT HOURS: 3.0

RATIONALE FOR THE COURSE: SPT 107 is a required course in the Sports Tourism Associate Degree Program. SPT 107 will help formulate a leadership style by providing for you the basic knowledge and tools necessary for successful public and employee relationships.

COURSE DESCRIPTION:

SPT 107-This course explores all aspects of the sports tourism industry including public and employee relations, and governmental regulations. Emphasis will be placed on case studies and decision-making activities with application of concepts required and in developing leadership philosophy.

PREREQUISITES/CO-REQUISITES:

COMPASS Reading 78 and Writing 65 or Credit level [ENG 032](#) Minimum Grade of C or SAT Critical Reading 420 and COMPASS Pre-Algebra 40 or SAT Math 370 or ACT 16 or Credit level [MAT 032](#) Minimum Grade of C.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for full term classes. Add/Drop periods are shorter for accelerated format courses. The following week of the semester is Financial Aid Attendance Verification period. **You must attend at least one meeting of all of your classes during that period.** If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

REQUIRED MATERIALS:

[BOOKSTORE.](#)

Please visit the Bookstore online site for most current textbook information. Use the direct link to find textbooks. Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

ADDITIONAL REQUIREMENTS: Basic writing supplies, computer access on and off campus. You must be able to have access to D2L and check it regularly. I will use this platform to communicate with you regarding classroom conversations, schedule and more. Class cancellation, assignment due dates and class updates will always be posted on D2L.

TECHNICAL REQUIREMENTS: Basic computer skills. PowerPoint will be used.
Access to Desire2Learn (D2L), HGTC's student portal for course materials.
WaveNet and D2L email access.

CLASSROOM ETIQUETTE: CLASSROOM DECORUM:

No cell phones, iPads or computers turned on unless instructed to use them by instructor. You will be asked to leave if you violate this policy, and if you are asked to leave, you will be counted as absent.

CHEATING POLICY: If you are Caught Cheating on a paper, quiz, exam or homework assignment, the following will occur:

1. You will receive a "0" on the assignment and may be withdrawn from the class.
2. Cheating/copying is considered an act of academic misconduct, and you will be reported to Student Affairs.
3. Should you be given a second chance, a second offense will result in a "withdrawal fail" in the course. This will stay on your permanent record.

SLEEPING IN CLASS: This is a zero tolerance policy. You will be given one warning, and after the one warning, you will be asked to leave class, and you will be counted absent.

ATTENDANCE POLICY:

Students must attend 80% of the class meetings. Students are allowed 6 full class days missed without withdrawal. Absences are "no fault." Absences count the same regardless of reason. Be on time for class!

MAKE-UP TEST POLICY:

No make-ups on exams and/or quizzes except for extreme circumstances approved in advance by the professor.

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

Module #1

Materials Covered: Chapters 1, 2 and 3

***Assessment(s):** Complete class review activity.
Unit Test

Learning Outcomes:

1. Define leadership.
2. Compare management and leadership (Mutually exclusive or integrated)
3. Describe emotional intelligence.
4. Describe the emotional intelligence of sports leaders.
5. Describe how to apply emotional leadership in organizational leadership.

Module #2

Materials Covered: Chapters 4, 5 and 6

***Assessment(s):** Complete class review activity
Unit Test

Learning Outcomes:

1. Describe leadership and organizational structure: The foundation.
2. Describe how to build a culture of success in sport organizations.
3. Define leadership and vision in sport organizations.
4. Describe the changing environment for leadership.
5. Describe the sources of complex problems in sport organizations.

Module #3

Materials Covered: Chapters 7, 8 and 9

***Assessments:** Complete class review
Unit test

Learning Outcomes:

1. Define change leadership, turnaround leadership and crisis leadership.
2. Define adversity.
3. Describe perspective on gender culture and nationality.
4. Explain diversity representation and embracing diversity.
5. Describe diversity representation in sports.
6. Define globalization and leadership.

Module #4

Materials Covered: Chapters 10 and 11
Assessments: **Complete class review and activity**
Unit test
Oral Presentation

Learning Outcomes:

1. Explain perspectives on leadership development.
2. Explain how we learn to lead.
3. Define leadership learning and how to apply.
4. Describe possible leadership skills of the future.
5. Define sport organizations as learning organizations.

Module #5

Materials Covered: Leadership Videos
Assessments: Complete class review activity
Unit test

Learning Outcomes:

1. Describe how to be a great leader.
2. Define the essence of leadership.
3. Explain the difference/comparisons of leaders vs. managers.
4. Explain how anyone can become a great leader.
5. Define everyday leadership.

REQUIRED COURSE MEASURES/ARTIFACTS

Unit Quizzes:
Chapter Assignment
Classroom Engagement/Participation:
Oral Presentation
Final Examination

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS:

Unit Quizzes	100 points
Chapter Discussion Questions & Classroom Engagement/Participation	50 points
Oral Presentation	50 points
Final Examination	100 points

Part III: Grading and Assessment

GRADING SYSTEM:

Basis of final grade:

270+ points	= A
240 – 269 points	= B
210 – 239 points	= C
180 – 209 points	= D
179 and below points	= F

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws and WFs also negatively impact academic progression and financial aid status.

The Add/Drop period is the first five days of the semester for full term classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop (<http://www.hgtc.edu/academics/academiccalendars.html>). You must attend at least one of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of eighty percent (80%) of his or her classes in order to be eligible to receive credit for any course. However, due to the varied nature of courses taught at the College, a more rigid attendance policy may be required by individual instructors. At a minimum, a student may be withdrawn from a course(s) after he or she has been absent in excess of ten percent (10%) of the total contact hours for a course. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

Part V: Student Resources

The Student Success and Tutoring Center (SSTC)

The SSTC offers to all students the following **free** resources:

1. **Academic coaches** for most subject areas, **Writing Center Support**, and **college success skills**.
2. **On-line student success and academic support resources**.



Visit the SSTC website: [Student Success & Tutoring Center](#) and visit the student services tab in your WaveNet account to schedule appointments using TutorTrac. For more information, call: SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455. Room locations and Live Chat is available on Georgetown, 520-1455. Room locations and Live Chat is available on the SSTC website.

Student Information Center: WaveNet Central (WNC)



WNC offers to all students the following **free** resources:

1. **Getting around HGTC:** General information and guidance for enrollment!
2. Use the **Online Resource Center (ORC)** for COMPASS support, technology education, and online tools.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.

Visit the WNC website: [Wavenet Central](#). Live Chat and Center locations are posted on the website. Or please call one of the following locations: WNC Conway, 349-5182; WNC Grand Strand, 477-2076; and WNC Georgetown, 520-1473.

Disability Services:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to Jocelyn Williams, Director of Student Development on the Conway Campus Jaime Davis, Counselor/Advisor on the Georgetown Campus or Kristin Griffin, Counselor on the Grand Strand Campus. These individuals will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

Title IX Requirements

The South Carolina Technical College System does not discriminate on the basis of race, color, gender, national or ethnic origin, age, religion, disability, marital status, veteran status, sexual orientation, gender identity, or pregnancy in educational programs and activities as required by Title IX. As outlined in the Violence Against Women Act, Horry Georgetown Technical College prohibits the offenses of domestic violence, dating violence, sexual assault, and stalking. Students who believe he or she has experienced or witnessed discrimination including sexual harassment, domestic violence, dating violence, sexual assault or stalking are encouraged to report such incidents to the Title IX Coordinators:

Dr. Melissa Batten, AVP of Student Affairs
Building 1100, Room 107A, Conway Campus
843-349-5228
Melissa.Batten@hgtc.edu

Jacquelyne Synder, AVP of Human Resources
Building 200, Room 212A, Conway Campus
843-349-5212
Jacquelyne.Synder@hgtc.edu

*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).